

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

201 E. Washington Avenue, GEF 1, Room 400X
Madison, WI 53707

Friday, March 17, 2000

10:00 AM - 2:00 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

Committee: Members (Present = X)

X	Jan Van Vleck.....	DES/AO
	William B. Adams.....	Racine County
	Jon Angeli	Southwest Consortium
X	Phyllis A. Bermingham.....	Marathon County
	William Clay	OIC
X	Mary Ann Cook	Dane County
	Tina Koehn.....	UMOS
X	George Leutermann.....	MAXIMUS
	Kim Mooney	Fond du Lac County
X	James Nitz	Kaiser Group
	Laverne Plucinski.....	Bad River Chippewa
X	Shirley Ross	La Crosse County
	Julia Taylor.....	YW Works
X	Michael Van Dyke	Door County
	Glynis Underwood.....	ESI
X	Judith A. Weseman.....	Kenosha County

Alternates (Present = X)

	Jan Alft	Marathon County
X	Linda Brandenburg.....	ESI
X	Cheryl Cobb	UMOS
	Rosa Dominquez.....	OIC
X	Deb Hughes	Southwest Consortium
	Edward Kamin III.....	Kenosha County
	Richard L. Kammerud	Polk County
X	James Krivsky.....	Racine County
X	Barbara Metoxen.....	Oneida Nation
	Tom Miller	La Crosse County
	Teresa Pierce.....	Western WI PIC
X	Rita Renner	YW Works
	Sara Shackleton.....	Dane County
X	Chris Schmitz.....	Fond du Lac County
	Mona Garland	OIC
X	Jerry Stepaniak	MAXIMUS

State Staff	Tim Hineline, BWSP
Attendees:	Christina Martin, BFS
	Margaret McMahon, BWSP
	Jude Morse, DES/BDS
	Kevin Huggins, DES/BFS
	Karen Aasen, DWD/ASD
	Alice Wilkins, BWSP
	Dianne Reynolds, BWSP/WPS
	Shawn Smith, DES/BDS
	John Tuohy, DWE

Jim Jones, DHFS/DHCF/BHCE
Tony Veeder, BFS Training Section
Paul Saeman, DES/BDS
Edie Sprehn, DES/BFS
Ginevra Ewers, DES/BDS
Ann Agnew, DWD/SO
Joseph Stafford, DES/BFS
Randy Hayward, DES/BFS/Waukesha
Rena Beyer, DES/BWSP

Guests:	Kim Pomeroy, Clark County DSS
	Shawn McCormick, Sheboygan Co. W-2
	Doris Green, OIC-GM
	Kelly Grant, Central Wis CAC

Tim Cowan, YW Works
Marilyn Putz, Walworth Co., Kaiser Group
Kaye Krenzke, Employment Solutions
Jane Batha, Curtis & Associates

Recorder:	Stephen Dow, W-2 Contract and Implementation Committee Coordinator
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Welcome

Jan Van Vleck welcomed participants and announced the appointment of Jennifer L. Noyes as new DES Administrator. Jennifer has been with the Department of Administration as Director of the Office of Performance Evaluation since January 1999. From April 1998 to January 1999, she served as the Office's Deputy Director. Before that, she worked for 6 years as Program Evaluation Director for the Legislative Audit Bureau (LAB) and, earlier, as Legislative Program Analyst for the LAB for 5 years.

Noyes received an MA in Public Affairs from the Hubert H. Humphrey Institute of Public Affairs at the University of Minnesota in 1987 and a BA in Public Affairs and Mass Communications from the University of Denver in 1985.

Minutes Approval

Corrections to the information about J. Jean Rogers' new position in the February, 2000 minutes were requested and made.

A motion was made by Judy Weseman, seconded by James Krivsky to approve the February, 2000, minutes. Motion carried.

Issue/Discussion: Best Practices Discussion

Discussion began with a summary of the previous meeting's discussion. Jim Nitz described the need to begin discussion with the participant early, as early as with the receptionist. The intent is to create an interagency team approach early on and to stress to the participant that the agency and its services are "always there". This needs to be reinforced orally and in writing as often as possible.

The rest of the discussion dealt with non-custodial parents (NCP). Weseman noted there was little success with volunteers; a court order seemed needed. Most appear financially ok but will not divulge information. Nitz has found "Fair Share" has had little success; "Children First" seems more productive as it has the court order. Cook agreed and said the judges appear to enjoy having this as an alternate option. Nitz, Weseman and Cook agreed that court intervention is a prime indicator of success. Hughes pointed out that in Green County, a FEP enrolls the NCP while still in court.

Weseman suggested some communication from DES to the court commissioners about the ability to order the enrollment of NCPs in W-2 might be of assistance; include a suggestion that they meet with their local child support and W-2 directors on this issue. Nitz suggested some meeting with the court commissioners at their next annual conference (a booth?). This item was suggested as an agenda item for the May meeting along with the lien docket.

Van Vleck reported NCP services was discussed in the W-2 "CEO Summit" held 03/16/00 and that Workforce Attachment & Advancement (WAA) may be a resource agencies want to explore in working with NCPs. Glen Olson, DWE, is a WAA contact. DWD is working with Sen. Rosenzweig about her bill concerning NCP services in W-2.

Issue/Discussion: CMC Numbers

Margaret McMahon provided a table of CMC cases from beginning December, 1998 through February, 2000.

Several members observed that some employers, aware of CMC services, look upon it as a paid leave and promote this perception to employees.

McMahon presented a draft BWSP Operations Memo, "Eligibility for Custodial Parent of an Infant Payments" for review. Members were asked to respond to her by phone or email not later than 04/17/2000. The policy is based on the federal Family Medical Leave Act and will move a participant from CMC to CMF for follow up; this reflects that barriers may still be present and, with recent child care changes, require only the minimum copayment and will count as an entered employment (EE) for performance standards if the participant participated in services during the CMC placement.

Van Dyke stated we need this standardized statewide. Bermingham said the expectation is that we serve these participants; this is contractually enforceable. Weseman observed that if the parent returns before 12 weeks at part time, the participant could be placed in a partial CSJ as caring for the child would still be a barrier.

Hughes asked if this was an entitlement. The DES response was "no". This led to a further discussion by Cook, Van Dyke and Bermingham about "failure to serve".

Issue/Discussion: W-2 Time Limits

McMahon presented the most recent version of the extensions report. Discussion concentrated on the Milwaukee cases.

McMahon presented a draft of the BWSP Operations Memo re interim extensions. Comments were requested to McMahon by 03/31/2000. As there are participants approaching this status, there is a need to expedite this memo's issuance. Van

Dyke asked that instructions about participants moving into a W-2 agency's area be added. Weseman commented that when AODA is involved, it is the failure to cooperate, not the AODA that is the point. [This memo, including changes made per comments, was issued as 00-27.]

Issue/Discussion: Medical Assistance Purchase Plan (MAPP)

Jim Jones of the Department of Health & Family Services' Division of Health Care Financing, Bureau of Health Care Eligibility, described the new MAPP and plans for its implementation. Persons meeting an income and asset test above age 18, working and disabled may purchase MA coverage. BWSP Operations Memo 00-15 (at print at meeting time) provides details.

In CARES, MAPP will be at the end of the MA eligibility cascade, just above BadgerCare.

DHFS estimated 2,200 eligibles with added restrictions; 1999 Wis Act 9 removed those restrictions and decreased the estimated eligibles to 1,100; without the restrictions, some estimates are that there may be 5,000-6,000 eligibles.

There was discussion of the problems of defining "disabled" and determining those who meet that definition while still able to work. Although the MAPP Administrative Rule will probably piggyback on the Social Security Administration's definition of "total and permanent" disability, the inability to participate in "substantial gainful employment" will be removed. Cook felt the "work with supports" will be where questions will come about. Some funding for the additional work load at the Bureau for Disability Determination is anticipated.

The bulk of the cases is anticipated in the more populated areas, assuming there are more support services for the disabled making it more likely they will be employed there. Hughes was concerned with the need for training ES staff by W-2 agencies. Hughes was also concerned that the efforts seem demanded of the W-2 agencies, not the ES. Ewers said the issue is one involving the definitions of W-2 and ES cases in the contracts; that 98% of the anticipated cases are covered by the IM case definition. However, there is local flexibility to have a specialist for MAPP and that person can be either a W-2 or ES worker.

Jones explained the implementation date of 03/15/2000 was mandated in 1999 Wis Act 9. He acknowledged there was little communication or pre-implementation training. However, local agencies are expected, in the first phase, to review eligibility for all other MA types for anyone asking for MAPP; if MAPP is the only avenue to MA for the person, initiate the determination of disability (that action is probably required anyway for the person to get MA). Jim was asked if an agency could begin processing these cases before training; there is nothing prohibiting doing so, but it is probably safer to wait. Renner felt there would be problems if one agency began processing early and another nearby waited; applicants would feel an equity issue. The recommendation was to hold off till agencies are able to begin the same time as the rest. Cook and Bermingham felt the workload impact will likely be felt in the disability determination process and the information gathering required to complete that action.

Jones said there was no money for MAPP outreach, although a poster and pamphlets will be provided. There will be no quality control on MAPP.

Jones welcomed any other comments members may have as the program continues.

Issue/Discussion: DES Call Center

Edie Sprehn presented a "CARES Call Center Customer Service Plan". A message to local staff consistent with this information was issued the following Monday using DXBM. The paper and DXBM describe the Center's expanded hours and plans for a customer survey.

Issue/Discussion: Literacy Project/Grants

Rena Beyer updated members on the progress of the literacy grants and discussed the differences between the child tutoring and the work place type grants and the purposes for each. Beyer also described literacy councils and offered to be a resource for members about what is available in their geographical areas.

Deb Hughes described efforts to hook up with employee assistance programs, in that literacy problems may contribute to an employee's problems on the work site. Hughes also described the impact of the changes in farm property tax law; the reduction in property tax receipts has cut funding in the tech schools, resulting in cuts of staff involved in remedial education, including literacy classes.

The URL for the literacy grants web site is: <<http://www.dwd.state.wi.us/des/literacy.htm>>.

Issue/Discussion: Workforce Attachment & Advancement

John Tuohy announced he is leaving to become the Director of the Office of Policy, Evaluation & Planning in the DHFS Division of Children & Family Services. Eduardo ("Ed") Saenz will replace Tuohy for WAA.

Nearly all of the WAA plans submitted have been approved; some needed to provide additional information. Coordination of workforce attachment efforts is needed so they fit in with Job Center to avoid duplication.

The WAA application form is close to being completed; getting local staff input now. An Operations Memo will be issued ASAP with the form and instructions; similar material will be put on the WAA partner web site. Review of the WAA cases will be requested on 6-month cycles, using the application form as a review form. CARES will track reviews.

WAA screens are being designed for CARES (JAD sessions have begun) in client registration and work programs subsystems. Intent is to keep it simple and familiar. Construction is planned in May with production in August. This should coincide with WtW changes. Agencies will be able to identify as track 1 (W-2), track 2 (WDB) or combined 1 & 2. WPFN will show office number with program identification; if FSET, by FSET office number. If more than one worker, they will have to communicate, especially about components.

Training is being planned. Hughes suggested a 2-track approach—one for inexperienced staff, a second for experienced staff (shorter).

DWD is working up a draft about WAA employer services that will be shared with appropriate agencies. It will identify what can be purchased and when. Federal cost allocations rules will apply, as in Community Reinvestment. A mechanism for tracking employer services expenses is needed.

The first report will be required 08/01/2000 for the period ended June, 2000; after that, quarterly reports will be expected. Drafts of the report document will be shared for review and comment. They will likely be similar to those in Community Reinvestment.

Hughes asked if agencies could amend their plan if experience shows their prediction hasn't proven realistic. Van Vleck responded that DWD will have to review such situations, but that there really isn't any benchmark issue from our end.

Issue/Discussion: Job Access Loan—Tax Intercepts

DES and Division of Unemployment Insurance are reviewing their memo of understanding (MOU) to determine their areas of responsibility on this issue. In addition, the review of legal authority is continuing.

Issue/Discussion: Emergency Assistance

Ceri Jenkins informed members that April 28 has been tentatively set (since the meeting, this has now been confirmed and noticed) as the hearing date on the Administrative Rule change. Van Dyke questioned the need to verify the action to evict, particularly in situations where the landlord is so "fed up" that s/he just wants the person out. Jenkins responded that DWD believes the need to verify is required by law ["...has been notified that it will be required to leave...", 49.138 (am), Wis Stat].

Issue/Discussion: Monthly CARES Update Report, Tim Hinline, DES/BWSP/CARES Section

Staff have been working with the Social Security Administration trying to get them to send us consistent data in consistent formats to provide better match data.

FS EBT is now in production with phase 3 beginning in May. Van Vleck shared ideas provided by Dane and Racine during the previous day's Income Maintenance Advisory Committee (IMAC) meeting on transition to EBT.

Work is progressing on installing the FS quarterly reporting process; expectation is for production in another 3 months.

The work on CARES notices continues; the group is working local staff input now.

Hinline and staff are reviewing a list of items provided by local CARES users when asked "What in CARES drives you crazy?"

Issue/Discussion: Monthly Training Update Report, Gerry Mayhew, DES/BFS Training Section

Tony Veeder (for Mayhew) described work done by the "New Worker Re-engineering" work group. The draft model is now in review by the advisory committee and a presentation will be provided at the April C&I Committee meeting.

Birmingham commented on the quality of the recent training on AODA and mental health needs identification; she said both the curriculum and the delivery team were excellent.

Hughes mentioned that, on several occasions, there were not enough slots for training and that staff were frequently frozen out as other agencies quickly took up vacant slots. Stafford promised an investigation of the complaint.

Issue/Discussion: OTHER –**FS EBT**

Ginevra Ewers reminded members that there is money for personal contact for EBT conversion activities in the IM budget for FS cases regardless of the agency. \$200,000 for balance of state; Milwaukee County has a carryover.

Census Income

Van Vleck said there was a memo coming shortly that will detail the exemption of this income. [BWSP Operations Memo 00-24 has since been issued on this subject.]

Legislative Update Shawn Smith gave a brief update:

SB 341 (Moore) Relating to Time Limits. Was not voted out of committee yesterday as originally anticipated. Senator Moore's office indicated they are having an amendment drafted.

SB 316 (Moore) Relating to Community Reinvestment. Passed (unanimously) out of committee yesterday with a couple interesting changes.

Change #1) The bill used to include a list of allowable activities which had the affect of limiting what CR dollars could be used for. The amendment opened up the door to other allowable activities, however, there are certain activities that DWD must include in criteria for how CR can be spent but the list is not exclusive.

Change #2) The amendment also exempts from any provisions of the bill any plans that were submitted and approved before the bill is enacted.

SB 419 (Moore) Relating to access to CARES for MA eligibility. An amendment with the county is being negotiated that would eliminate the requirement that we develop a plan to redesign CARES.

SB 435 (Rosenzweig) Relating to developing a plan to serve NCPs. Rosenzweig, Riley, and others seemed impressed with what we had to say re: the programs we already have in the works for NCPs. Rosenzweig asked if DWD would commit to engaging in the more comprehensive planning process intended in the bill without legislation (i.e., she would kill it and therefore it wouldn't be a legislative mandate). Kim Markham, DWD Legislative Liaison, is checking with Secretary Stewart. There is only another week or so left of this floor period and a few session days in May.

Entered Employment Performance Standard

Renner requested discussion on this item. If just considering W-2 cases, they are at 85%, while standard is 80%. However, 759 cases are FSET and 24% of those are homeless (12 & Vliet address); 40% are in enrolled status while 60% are scheduled. The problems of working with the homeless, let alone just find them, will be exaggerated by the EBT issuance system (no stamp pickup to get them to the office). Paul Saeman said he would return at the April meeting to discuss this issue and respond to members' questions.

Saeman reminded the Committee that March is the first month that counts and that report will not be out until April. A full explanation of the components for this standard and its measurement is in the information map. The map can be found on the partner page site at: <<http://workweb.dwd.state.wi.us/w2partnr/PerfStanRev.PDF>>. Cook asked how one could know when the map is changed. There is an update line on the site, but there are no announcements made otherwise.

Krivsky noted the problem with communicating with the FSET homeless as there seems no “hook” to keep their attention.

W-2 CEO Summit

Birmingham asked about the Summit and Van Vleck gave a short summary. Another session similar to the Summit will be held soon (in 4-6 weeks) for W-2 agency management.

NEXT MEETING DATE: April 19, 2000
10:00 a.m. – 2:00 p.m.
101 South Webster.
GEF 2, Room 511
Madison, WI 53707